

INDIVIDUAL AWARDS

ADJUTANT GENERAL'S OFFICE Colonel (Retired) David T. Shorter, Brazil



Col. Shorter is the primary person responsible for the development and successful implementation of the agency's mission and metrics, which mandated an increase in state staffing levels by nearly 70%. He accomplished that by using federal funding. In fact, he has increased federal funding for personnel costs to his agency by \$6.2 million. His dedication to the governor's "Buy Indiana" program is evidenced with a 97.4% compliance rate.

ADJUTANT GENERAL'S OFFICE William R. Ochsner, Greenwood



William Ochsner negotiated more than \$2.5 million in federal funds for major construction and improvements of training ranges at Camp Atterbury. The improvements to the range are vital to soldier training prior to their departure to an overseas theater to support the war against terrorism efforts. In addition, he was able to secure five new state employee positions which are fully funded by the federal government. William also negotiated a 75% increase over a six-year period of annual federal contributions to Camp Atterbury.

STATE BOARD OF ACCOUNTS
Patti Serbus, Fishers



Because of Patti Serbus' audit of the Larue D. Carter Memorial Hospital, the state can expect a refund of \$250,000 for costs the state paid, but were not the state's obligation. During that same audit, she discovered that a \$448,000 bequest had not been deposited. The funds have since been recovered. In addition, during an audit of the War Memorials Commission, Patti uncovered \$600,000 which is now deposited with the Treasurer of the State, instead of the foundation where it was initially diverted.

DEPARTMENT OF CHILD SERVICES
Jill D. Richards, Greensburg



Jill Richards is a team player, leader, trainer and mentor. Though her title is Account Clerk 2, she often changes her schedule to work evenings on the budget, so she can devote her daytime hours to working with clerical staff and families in need. She has been known to heat up the grill on a cold day in April, deliver jugs of water to families in need, organize and serve Thanksgiving dinners and wrap presents for foster youth. Jill has also successfully negotiated a client's utility payments and assisted in getting service restored. She recently met with Dearborn County staff to discuss their bookkeeping practices and has offered training to improve accounting practices there.

DEPARTMENT OF CHILD SERVICES
Mina Jani, Indianapolis



In the short time Mina Jani has been a Program Director for the Child Support Bureau, she has created a whirlwind of activity. Responsible for reconciling the Bureau's financial records, she discovered \$400,000 that had previously been overlooked. She has found and resolved many discrepancies in the accounts and tracked critical information, when no tracking had been done in the past. She identified errors in reimbursements and transfers and established procedures for staff to ensure that such errors do not occur in the future.

INDIANA CIVIL RIGHTS COMMISSION
Christine Cde Baca, Carmel



Christine Baca's work has resulted in the commission receiving a greater sum of federal reimbursement, without increasing agency staff or workload, by efficiently closing out cases. In the short time of one year, the agency's caseload was reduced from 800 cases to just over 400. She developed a new system for case administration involving more efficient reviews by investigators, improved case management and greater control over case inventory, and more efficient review by the director or deputy director. The commission anticipates that every case closed will now be reimbursed by the federal government.

DEPARTMENT OF CORRECTION

Kevi Orme, Brazil



Through the use of inmate labor and some operational creativity, Kevin Orme has been instrumental in helping the department to streamline its costs. Here are just a few examples: At the Madison Correctional Facility, he saved over \$300,000 by installing a LAN network system using facility staff and offender labor instead of outside contractors. Offender labor was also used to roof the maintenance building and remodel two residences, for an additional savings of \$90,000. At the Henryville Correctional Facility, offender labor remodeled a residence, saving an estimated \$60,000.

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

Bruce Oertel, Indianapolis



Bruce Oertel addressed contamination issues with unprecedented speed at property in Culver, IN that was determined to be the ideal location for Medallion Cabinet, a company looking to locate a new facility. The facility would bring 350 new jobs to the area. Generally, the process would take anywhere from six months to one year. However, with Bruce's leadership, it was completed in a matter of weeks and IDEM's response to each submittal from Medallion was normally within 24 hours of receipt. The speed at which Bruce responded to Medallion demonstrated that Indiana's environmental programs can meet business needs for clear, consistent and speedy decisions. Leading by example, he proved that it was possible to both protect the environment and facilitate economic development.

INDIANA STATE DEPARTMENT OF HEALTH

Lori Mathews, Greenwood



Lori Mathews is an administrative assistant assigned to the tuberculosis program. In 2005 the department identified an outbreak of the disease in the northeastern part of the state and public health resources were strained to gain control over the spread of the disease. Lori worked tirelessly to ensure that patients throughout the state were being appropriately monitored. Often, she was the sole person in the main office fielding questions from both health professionals and the general public, notifying health departments of lab results and answering questions from both ISDH and the Centers for Disease Control. She took information home to learn more about the disease and made sure there were no significant delays in sending out medications to TB patients. She learned to complete tasks that were well out of her job duties so that the program could function.

INDIANA DEPARTMENT OF HOMELAND SECURITY

Monte McKee, Bloomington



Major Monte McKee coordinated the establishment of the Indiana Intelligence Fusion Center, the only law enforcement effort intended to unify law enforcement efforts statewide. The Center will contribute to the security of Indiana citizens and become a benchmark for the establishment of similar intelligence-sharing centers through the country. Maj. McKee developed the concept of a Fusion Center based on guidance from the US Department of Homeland Security (DHS) and lessons learned from other states working on similar concepts. A key player, he worked with the Indiana State Police, the Indiana DHS and CTASC to secure a Governor's Executive Order and enabling legislation in March 2006 to establish the Center. He worked alongside Indiana DHS staff to identify and budget \$1.85 million in federal funding and in-kind salary support of an additional \$1million for the Fusion Center.

INDIANA DEPARTMENT OF HOMELAND SECURITY

Roger Koelpin, Indianapolis



Through the efforts of Roger Koelpin, Indiana has the first complete, statewide aerial photography effort in the United States. For the first time, state and local emergency management officials now have consistent, high quality map data at their fingertips for use in all phases of emergency management. This project also facilitates economic development, transportation and agriculture. Throughout the \$7.6 million project, Roger provided top quality information for emergency management, while realizing cost savings to Indiana taxpayers of nearly \$2.25 million. It was used to attract Honda to Indiana.

HOOSIER LOTTERY
Larry Venable, Indianapolis



Larry Venable oversees the operation of the Lottery's distribution center. Under his leadership, he has saved the Lottery an estimated \$115,000 annually. One of the major costs savings was the dismantling of the Lottery's spare warehouse. In addition, some of the Lottery's assets were sold (such as the Hoosier Millionaire set). He also continues to search for ways to eliminate duplication in the delivery of tickets to the Lottery's retailers.

INDIANA DEPARTMENT OF NATURAL RESOURCES
Dale Brier, Indianapolis



Dale Brier knows what streamlining government is all about. He slashed a 40-step process for leasing snowmobile trails to 17 steps. In doing so, he managed to cut the number of contracts to be renewed every six months from 230 to five. His proposal called for transferring contracts from individual owners to local snowmobile clubs. The snowmobile clubs now work with individual landowners to secure leases. That step alone frees DNR staff to address other issues, reducing the amount of staff time spent administering snowmobile leases.

INDIANA DEPARTMENT OF TRANSPORTATION
Timothy Overman, Greenfield



Tim Overman is in the Central Office's Division of Traffic Control Systems and is developing two additions to Signal Management, a database he created a few years ago to track traffic management data. These improvements allow users to see their data and the results of queries in a spatial format. This will also allow easier scheduling of work. The database will also be linked with INDOT's new Work Management System so that technicians will have one system to input work hours, instead of the current system of two.

INDIANA UTILITY REGULATORY COMMISSION
Annmarie Robertson, Indianapolis



Under the leadership of Annmarie Robertson, as the commission's Division Director of Pipeline Safety, the state's pipeline performance recently received an "excellent" rating by federal authorities. As a result, the commission was reimbursed \$220,000, the maximum allocation available, from the US Dept of Transportation. This amount is nearly one half the cost to operate her entire division. In addition, her division has received a \$36,000 "One Call" grant for 2006. The money will promote the prevention of damage to underground utility facilities such as pipelines, telephone cables, electric and water lines in Indiana. Annmarie is the first pipeline safety director to receive the grant.

DEPARTMENT OF WORKFORCE DEVELOPMENT
Jon Wright, Indianapolis



Jon Wright is the creator and author of the Hoosier Hot 50 Jobs, a highly acclaimed report that has been featured on local television and radio, as well as in print publications throughout the state. In January 2006, he was challenged to transform his projections of employment by industry and occupation into a product that could be used by various workforce development stakeholders to help prepare Hoosiers for high wage and high demand jobs. The Hot Jobs report is one of the state's most popular career planning tools.

DEPARTMENT OF WORKFORCE DEVELOPMENT
Kristy Musall, Indianapolis



Kristy Musall is a six-year staff attorney who created and administered a program using law students to catch up on the backlog of unemployment appeals cases that had accumulated over the years. The law students, who were not paid, received credit from their respective law schools. This program eliminated the agency's backlog of appeals cases and did not require hiring additional staff to do so. In addition, at the request of her boss, Kristy reviewed the agency's laws and rules and prepared a legislative agenda. The end results were two bills that revolutionized workforce development in Indiana and created much-needed changes in the area of unemployment law.

TEAM AWARDS

DEPARTMENT OF CORRECTION Michael Lloyd and Diane Mains, Indianapolis



Both Michael Lloyd and Diane Mains led the development and implementation of innovative programs to facilitate the successful re-entry of offenders to communities throughout Indiana. The two of them helped to establish a steering committee to identify gaps in service that committee member agencies can help reduce or eliminate. With the cooperation of the Bureau of Motor Vehicles, they established two additional limited license branches at Rockville and Westville correctional facilities. The department now plans to centralize the processing of identification cards for offenders which means that every offender will have the opportunity to leave DOC with a BMV-issued identification card by the end of 2006. To date, over 200 cards have been processed. Working with FSSA, the two have been working to establish guidelines for the pre-release Medicaid application process to ensure that offenders receive benefits as soon after release as possible. The two have also worked with several other agencies to promote the successful re-entry of offenders.

INDIANA PROFESSIONAL LICENSING
Barbara Marvel McNutt and Wade Lowhorn, Indianapolis



In addition to their regular duties as Chief Legal Counsel and Deputy Director, Barb and Wade each year take on the task of legislative liaisons for their agency. The two shepherded SEA 607-2005 which merged the Health Professions Bureau with Indiana Professional Licensing Agency (IPLA). During the last legislative session, they worked to get SEA 333, IPLA's bill, passed. This bill provided for improved efficiency in the administration of the professional boards. It allowed for uniformity in how various licenses are re-instated, eliminated continuing education requirements for some professions, extended application deadlines for real estate professionals and amended other statutory professionals to bring them into compliance with federal law. The biggest cost savings behind SEA 333 will allow IPLA to contract for exam services, as opposed to having to hire proctors, print exams and rent spaces to conduct the tests. The cost savings just for that portion of the bill is estimated to range from \$50,000 to \$75,000 per year.

PUBLIC EMPLOYEES RETIREMENT FUND

**John Rieman, Janice Bell, Sherrie Woodcock,
George Juretic and Pat Holok, all from Indianapolis; Carolyn Manlove, Ninevah**



This team of six took on the challenge to reduce the time it takes to refund members' annuity savings account balances. In 2005 when PERF established metrics, it took more than 80 days to process refund applications. This was more than double the department's target of 30 days. The Refunds Team began work on the process and as of March 2006, met its goal and has consistently remained below the 30-day target. As of June 2006, the processing time was reduced to 16 days, representing in excess of an 80% reduction in time. This effort, coupled with the properly setting customer expectations, has resulted in customer satisfaction increasing from 54% in March 2005 to 80% in June 2006.

INDIANA STATE FAIR COMMISSION
John Spruill, Franklin; Jim Stuckey, Indianapolis



John Spruill and Jim Stuckey organized and executed a very successful auction of materials located on the state fairgrounds. The auction raised over \$37,000 and helped to clean up the grounds without having to pay to have the materials removed from the site. Nearly 200 items were sold, including 10 vehicles in very poor condition.

INDIANA STATE TEACHERS' RETIREMENT FUND
James Gray, Carmen Johnson and Therese Koers, Indianapolis;
Margarita Cervantes, Camby



These four employees significantly streamlined the process of collecting wage and contribution data and reduced its processing time by one full month per quarter. The reporting of employee wages and contributions had been done by paper reporting and mailing in data on magnetic media. This team moved the reporting process to a web application. By doing so, employers can now submit wage and contribution records for their employees and receive error messages almost instantly. If an employer receives a message that an employee is not a member of TRF, they can enroll that person online and re-submit their report the next day. This application has put all the information that the employer needs to correctly complete the submission of their employee's data at their access through the website.

INDIANA UTILITY REGULATORY COMMISSION

John McLaughlin, Indianapolis; Pam Taber, Mooresville; Jennifer Richardson, Brownsburg; Beth Roads, Indianapolis, and Loraine Seyfried, Noblesville



The efforts of this five-member team resulted in a seamless transition from regulated telephone service to a dramatically transformed telecommunications environment. The passage of HEA 1279, which deregulated telecom services and instituted major changes in the way video and wireless providers are regulated, brought not only new opportunities for economic growth in Indiana, but also significant changes in the way the commission does business. Following the bill's signing in March, an internal implementation team was assembled to identify the critical changes necessary, develop an action plan and implement any changes. Team members met with industry representatives, legislators and other stakeholders to discuss the transitions about to occur. In a little over two weeks, the team had designed and implemented new and or improved processes for telephone territories, state-issued video franchises and market territories of video providers. Extensive system changes were required in order that the commission efficiently implement its new tasks. The divisions of Information Technology and Consumer Affairs, as well as the Electronic Case Management System and IURC's web site all had to be updated.